



**STATE OF NEW JERSEY**

***Board of Public Utilities  
Two Gateway Center  
Newark, NJ 07102  
www.bpu.state.nj.us***

IN THE MATTER OF A PETITION BY )	<u>CABLE TELEVISION</u>
CABLEVISION OF MONMOUTH, INC. FOR )	
PERMISSION TO CLOSE A CUSTOMER )	ORDER OF APPROVAL
SERVICE OFFICE IN THE TOWNSHIP OF )	
JACKSON, COUNTY OF OCEAN, STATE )	BPU DOCKET NO. CO03030178
OF NEW JERSEY )	

(SERVICE LIST ATTACHED)

BY THE BOARD:

This matter considers a petition by Cablevision of Monmouth Inc. (Cablevision or Petitioner), a cable company holding Certificates of Approval and conducting cable television business in the State of New Jersey, to close its customer service office at 800 Brewers Bridge Road, Township of Jackson, County of Ocean, State of New Jersey and relocate to an existing location at 1700 Madison Avenue, in the Township of Lakewood, County of Ocean, State of New Jersey.

By way of background, on January 14, 2003, Cablevision filed a verified petition, pursuant to N.J.A.C. 14:18-5.1, seeking Board approval of the proposed office closing. Petitioner asserts that the relocation is desirable in that it will provide greater benefit and convenience to its customers. The proposed location provides expanded hours of operation and, unlike the current location, is accessible via public transportation.

Petitioner indicates that no jobs will be eliminated or added as a result of the proposed office relocation, and that the resources available at the current office will be available at the new office, with an additional 19.5 hours per week of operation. Petitioner further represents that the new location is about three (3) miles away from the current office and provides additional parking, with 25-50 general parking spaces available. The Lakewood location provides an additional 387 square feet of office and customer service space, with a larger customer service area than is available at the Jackson office.

During the course of the Board's review of the petition by Staff, a formal objection was received from the Township of Jackson, stating that it would be a great inconvenience for residents of Jackson to travel to Lakewood to obtain customer service, and requesting a meeting with Cablevision to discuss the matter. On October 8, 2003, representatives from Cablevision and Jackson Township met to review the Township's objections to the proposed office closing and pursue a resolution. Despite the discussions, no settlement was reached to resolve Jackson Township's objection.

In light of the Jackson Township objection, Staff investigated and came to the conclusion that the Lakewood office location, which is approximately 3 miles away from the present office location, is within reasonable proximity of Jackson Township, and will not greatly inconvenience subscribers. Also, Petitioner has provided the names and locations of four active payment agents within five miles of the present office location. One of these payment agents is located within Jackson Township.

Petitioner posted notice of the proposed office closing and relocation, as required by N.J.A.C. 14:18-5.1(c), at its office at 800 Brewers Bridge Road, Township of Jackson, County of Ocean, State of New Jersey. Notice was also published on December 26, 2002 in the Asbury Park Press, a newspaper of general circulation in the Petitioner's service area. This publication, however, failed to include a toll free number as required by N.J.A.C. 14:18-5.1(d).

Following review of the petition and supplemental information provided pursuant to Staff discovery, Board Staff advises that Petitioner satisfies all remaining requirements of N.J.A.C. 14:18-5.1(c). Staff further advises that while there is an objection from the Township of Jackson, there are insufficient grounds for denial of the petition because of the reasons stated above.

The proposed office closing and relocation is in conformance with all existing franchise commitments and obligations in the Certificates of Approval and municipal consent agreements for the municipalities served by the current office. However, the Board has taken note of the objection by the Township of Jackson and must further note that although the notices posted and published by Petitioner failed to satisfy the technical requirements of N.J.A.C. 14:18-5.1(d) by not including a toll free or local exchange telephone number, they appear to have served their intended purpose as evidenced by the objection received. Furthermore, The Board has clarified this provision in the recent re-adoption of N.J.A.C. 14:18, Regulations of Cable Television, which will obviate the need to consider similar waivers in the future.

Accordingly, and based upon the petition and supporting documentation, the Board HEREBY FINDS that the proposed office relocation will not adversely affect the subscribers in the system and that a waiver of the requirement to include a telephone number in the notice is appropriate in this matter. Therefore, the Board HEREBY ORDERS that Petitioner's request for permission to close a customer service office in the Township of Jackson, County of Ocean, State of New Jersey and transfer the office functions to 1700 Madison Avenue, in the Township

of Lakewood, County of Ocean, State of New Jersey be GRANTED, and that the requirements of N.J.A.C. 14:18-5.1(d), to the extent not satisfied, are hereby WAIVED.

DATED: December 10, 2003

BOARD OF PUBLIC UTILITIES  
BY:

(signed)

\_\_\_\_\_  
JEANNE M. FOX  
PRESIDENT

(signed)

\_\_\_\_\_  
FREDERICK F. BUTLER  
COMMISSIONER

(signed)

\_\_\_\_\_  
CAROL J. MURPHY  
COMMISSIONER

(signed)

\_\_\_\_\_  
CONNIE O. HUGHES  
COMMISSIONER

(signed)

\_\_\_\_\_  
JACK ALTER  
COMMISSIONER

ATTEST:

(signed)

KRISTI IZZO  
SECRETARY

**/M/O A PETITION BY CABLEVISION ON MONMOUTH, INC. ("CABLEVISION")  
FOR PERMISSION TO CLOSE A CUSTOMER SERVICE  
OFFICE IN THE TOWNSHIP OF JACKSON**

Docket No. CO03030178

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